

City & Guilds

# Password Recovery

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## Password Recovery

The purpose of this document is to guide a user through the forgotten password process for in SmartScreen.

There are two ways in which a user can do this. The first being a self-service option. The user uses the forgotten password link on the SmartScreen website, and follows the on screen instructions.

The other being where a user with Administration rights can log on and to SmartScreen to manually change the password. This would be particularly helpful should a Learner forget their password.

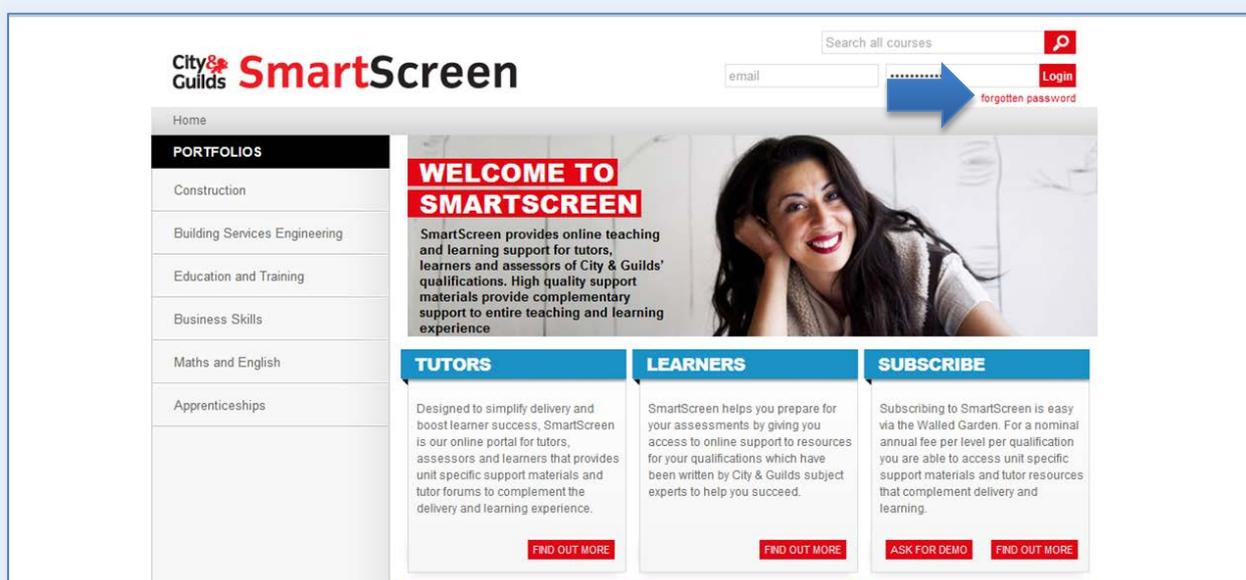
## Password Recovery – Self-service

To use this method, the user must ensure that the email address being used to log on with is valid.

1. **Log on** to <http://mathsandenglish.smartscreen.co.uk>. Ensure the login is **valid** to the user.



2. Select **Forgotten Password**.

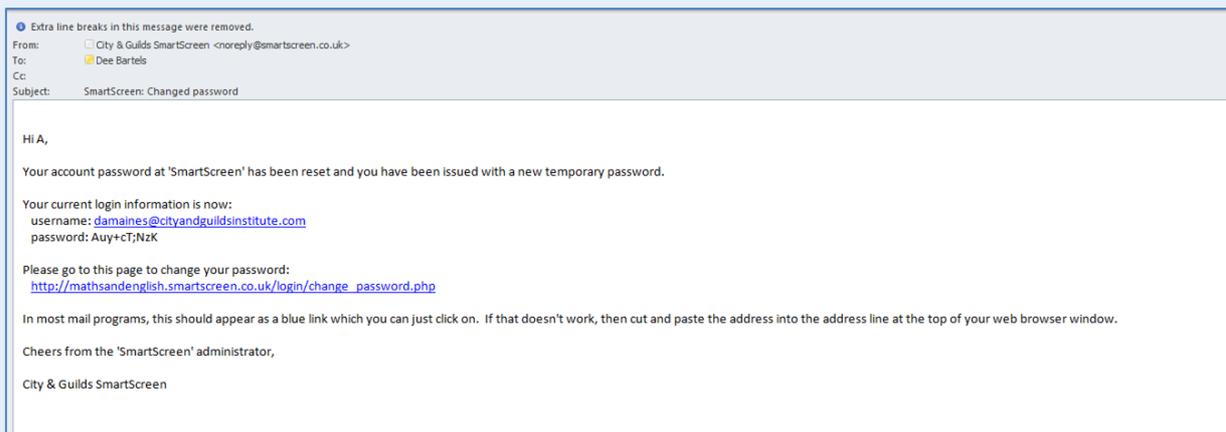
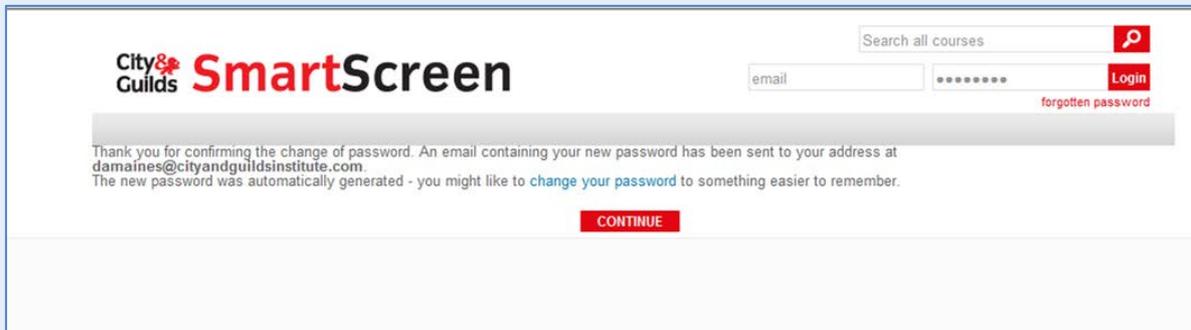


3. Complete the required fields and select **Search**.

The following message will appear. An email will be sent to the users account.

4. The user must check their email and follow the instructions.

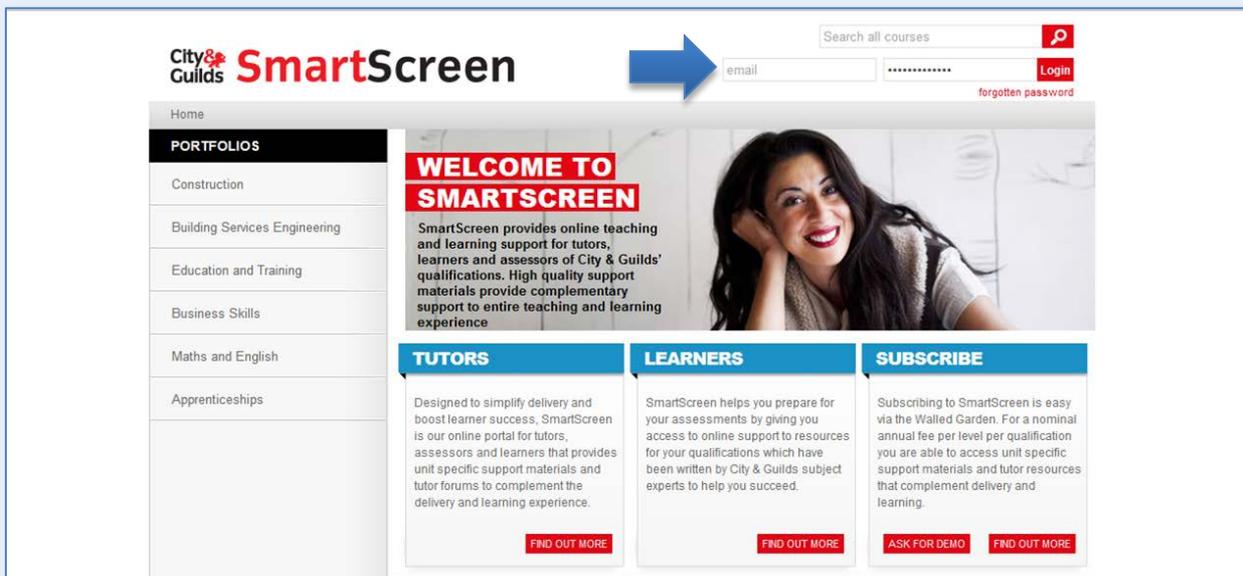
- Once the user follows the instructions contained in the email, a new password will be sent to them, as shown below.



## Password Recovery – Manual

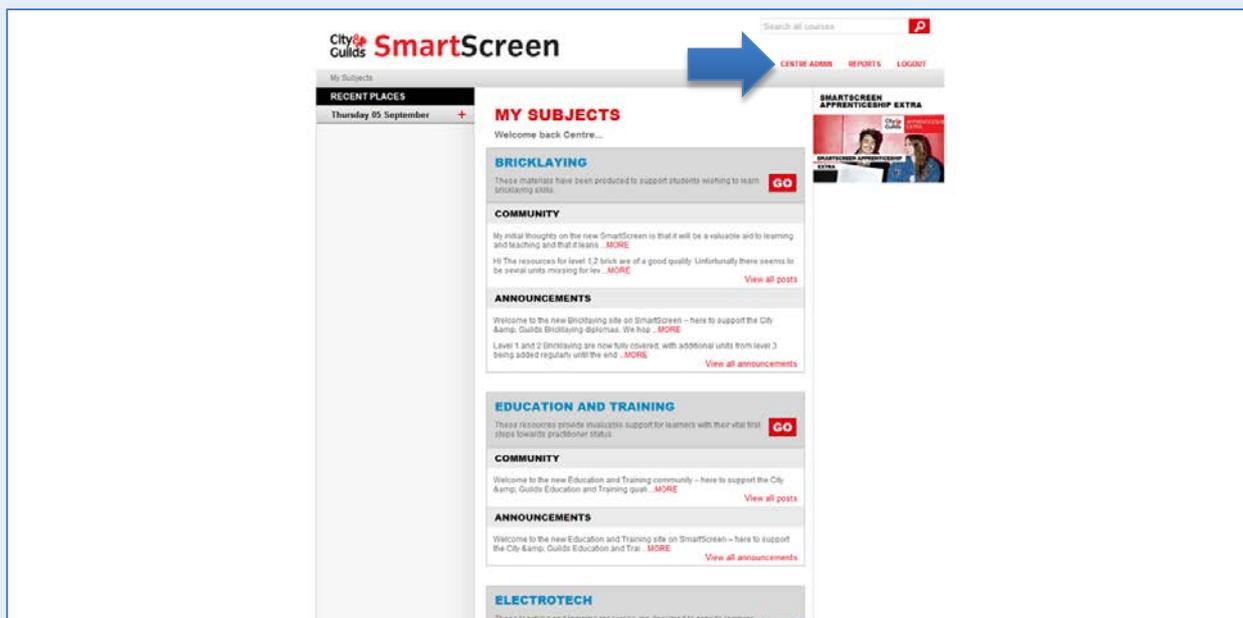
To use this method, the user must ensure that the email address being used to log on with is valid.

1. **Log on** to <http://mathsandenglish.smartscreen.co.uk>. Ensure the login is **valid** to the user.



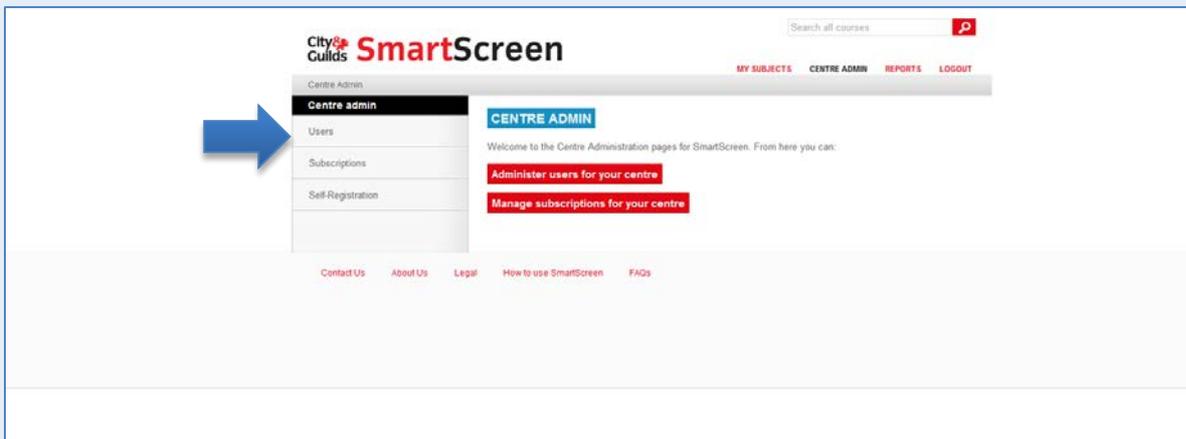
The screenshot shows the SmartScreen homepage. At the top left is the City & Guilds SmartScreen logo. To the right is a search bar labeled 'Search all courses' and a login form with fields for 'email' and a password, a 'Login' button, and a 'forgotten password' link. A blue arrow points to the login form. Below the search and login area is a navigation menu with 'Home' and 'PORTFOLIOS' (Construction, Building Services Engineering, Education and Training, Business Skills, Maths and English, Apprenticeships). The main content area features a 'WELCOME TO SMARTSCREEN' banner with a woman's image and a description of the platform. Below this are three columns: 'TUTORS', 'LEARNERS', and 'SUBSCRIBE', each with a brief description and a 'FIND OUT MORE' button.

2. Select **Centre Admin** tab.

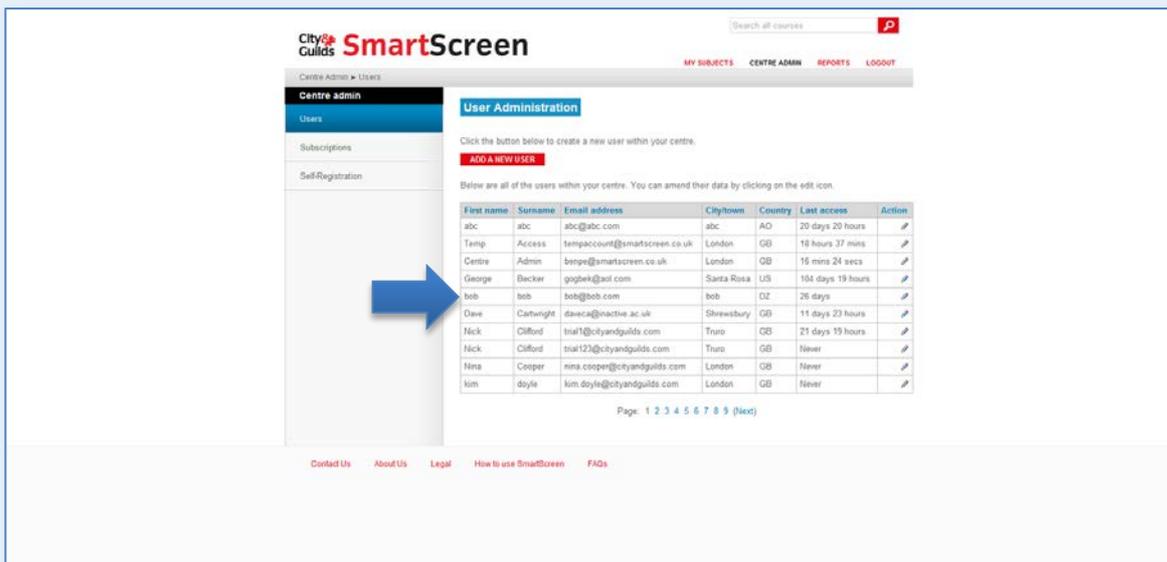


The screenshot shows the 'MY SUBJECTS' page on SmartScreen. At the top left is the City & Guilds SmartScreen logo. To the right is a search bar labeled 'Search all courses' and a navigation menu with 'CENTRE ADMIN', 'REPORTS', and 'LOGOUT'. A blue arrow points to the 'CENTRE ADMIN' tab. Below the search and navigation area is a 'RECENT PLACES' sidebar showing 'Thursday 05 September'. The main content area is titled 'MY SUBJECTS' and includes a 'Welcome back Centre...' message. It features several subject sections: 'BRICKLAYING', 'COMMUNITY', 'ANNOUNCEMENTS', 'EDUCATION AND TRAINING', 'COMMUNITY', 'ANNOUNCEMENTS', and 'ELECTROTECH'. Each section has a brief description and a 'GO' button. On the right side, there is a 'SMARTSCREEN APPRENTICESHIP EXTRA' section with a small image.

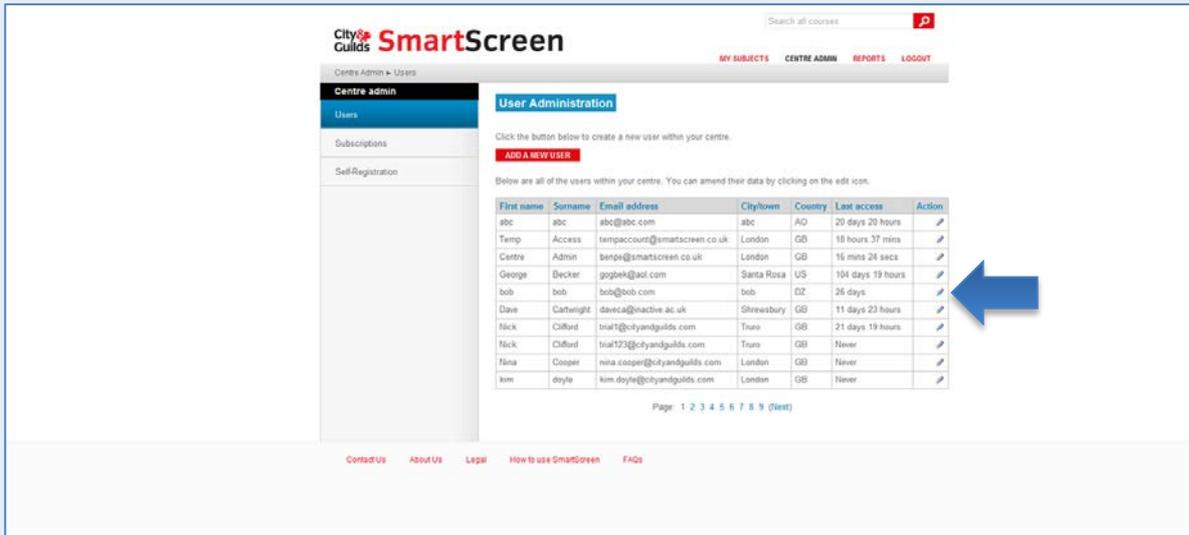
3. Select **Users** tab.



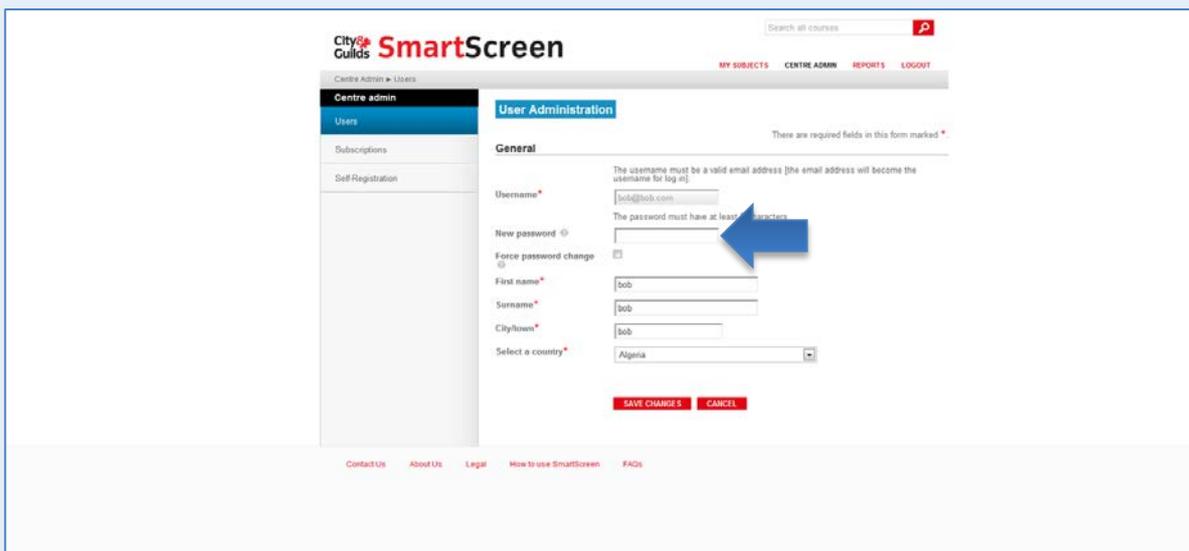
4. Select user from list.

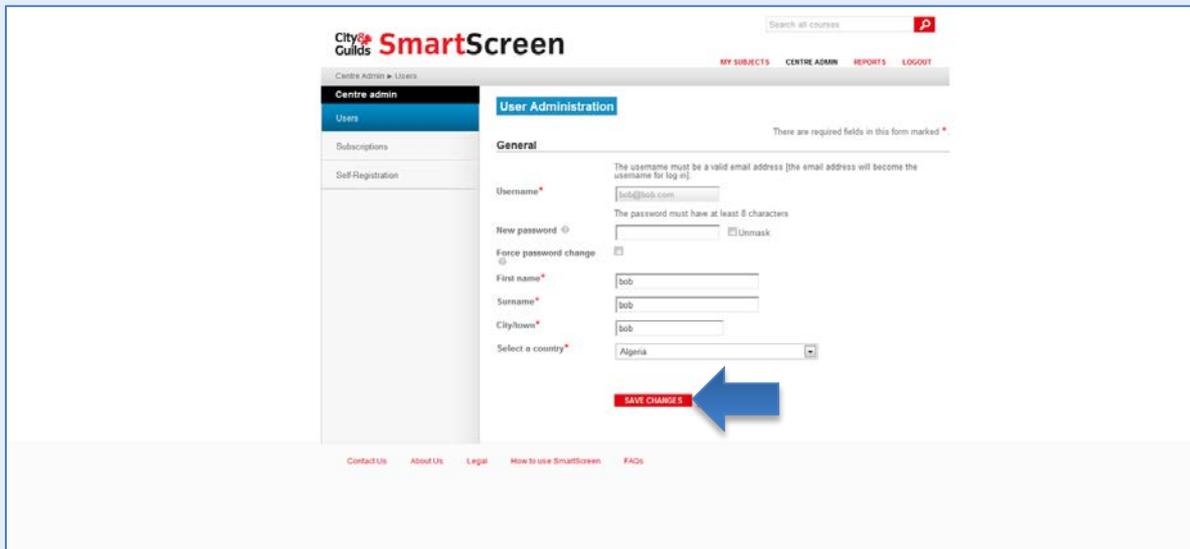


5. Select pencil icon to edit user.



6. Enter a new password



7. Select **Save Changes**.

The screenshot displays the 'User Administration' interface. On the left, a sidebar contains 'Centre admin' with sub-items 'Users', 'Subscriptions', and 'Self Registration'. The main area is titled 'User Administration' and includes a search bar and navigation links: 'MY SUBJECTS', 'CENTRE ADMIN', 'REPORTS', and 'LOGOUT'. Below the title, a note states 'There are required fields in this form marked \*'. The 'General' section contains the following fields: 'Username\*' (with a note: 'The username must be a valid email address [the email address will become the username for log in]'), 'New password\*' (with a note: 'The password must have at least 8 characters' and an 'Unmask' checkbox), 'Force password change' (checkbox), 'First name\*', 'Surname\*', 'City/town\*', and 'Select a country\*' (dropdown menu showing 'Algeria'). A red 'SAVE CHANGES' button is located at the bottom of the form, with a blue arrow pointing to it. At the very bottom of the page, there are links for 'Contact Us', 'About Us', 'Legal', 'How to use SmartScreen', and 'FAQs'.

Tell the amended user what the new password has been changed to.

**\*Note:** A user whose details are used to purchase products cannot change their User ID/email address.

**\*Note:** For a SAP administrator the details must be amended in SAP first.